



**IP110 Series
Camclosure®
Web Browser**



C3433M (3/07)

Contents

Welcome	4
Getting Started	4
IP Address Settings	4
Using a Web Browser	5
Accessing the Camera	5
IP110 Main Menu	6
Home Screen	6
Image Rate Setting	7
Screen Modes	7
Full Screen Mode	7
Scalable Stream Mode	7
How to Capture a Still Image	7
Settings Screen	8
General Tab	8
Change the Device Name	8
Network Tab	9
How to Change the Network Settings	9
Users Tab	10
How to Add a New User	11
How to Modify a User Profile	11
How to Delete a User Profile	11
Roles Tab	12
How to Create a New Role	12
How to Modify an Existing Role	13
How to Delete a Role	13
Edit Profile Screen	14
Help screen	14
Sign Out screen	14
How to Use the Device Utility	15
Installing the IP110 Device Utility	15
Updating Firmware	16
Device Utility: Accessing The Camera	18
Troubleshooting	19
Specifications	21

VIDEO QUALITY—CAUTION REGARDING USER SELECTED OPTIONS

Pelco systems are capable of providing high quality video for both live viewing and playback. However, the systems can be used in lower quality modes, which can degrade picture quality, to allow for a slower rate of data transfer and to reduce the amount of video data stored. The picture quality can be degraded by either lowering the resolution, reducing the picture rate, or both. A picture degraded by having a reduced resolution may result in an image that is less clear or even indiscernible. A picture degraded by reducing the picture rate has fewer frames per second, which can result in images that appear to jump or move more quickly than normal during playback. Lower frame rates may result in a key event not being recorded by the system.

Judgment as to the suitability of the products for users' purposes is solely the users' responsibility. Users shall determine the suitability of the products for their own intended application, picture rate and picture quality. In the event users intend to use the video for evidentiary purposes in a judicial proceeding or otherwise, users should consult with their attorney regarding any particular requirements for such use.



WARNING: This product is sensitive to Electrostatic Discharge (ESD). To avoid ESD damage to this product, use ESD safe practices during installation. Before touching, adjusting or handling this product, correctly attach an ESD wrist strap to your wrist and appropriately discharge your body and tools. For more information about ESD control and safe handling practices of electronics, please refer to ANSI/ESD S20.20-1999 or contact the Electrostatic Discharge Association (www.esda.org).



The materials used in the manufacture of this document and its components are compliant to the requirements of Directive 2002/95/EC.



This equipment contains electrical or electronic components that must be recycled properly to comply with Directive 2002/96/EC of the European Union regarding the disposal of waste electrical and electronic equipment (WEEE). Contact your local dealer for procedures for recycling this equipment.

Welcome

This manual explains how to interface with the IP110 Camclosure® using a standard Web browser (example Microsoft® Internet Explorer).

The IP110 can also be used with an Endura® system as an Endura Enabled™ device or a third party system with Pelco's API interface. If you are using one of these systems refer to the following:

- **Endura Enabled Device:** If the camera is part of an Endura system the Endura GUI will automatically discover the device and display it as a camera within the system manager. Refer to the documentation for the Endura System Manager.
- **Pelco's API Interface:** For a list of compatible API interfaces go to www.pelco.com/ipcam.

IMPORTANT: To secure access to the IP110 Camclosure, place the camera behind a firewall when it is connected to a network.

NOTES:

- For optimum image quality and bandwidth efficiency use the IP110 Camclosure as an Endura Enabled device or with Pelco's API interface.
- Network and processor bandwidth limitations may cause the video stream to pause or appear pixelated when an increased number of web-interface users connect to the camera. Decrease the images per second (IPS) of the web-interface video streams to compensate for network/processor limitations.

GETTING STARTED

You will need to install your IP110 Camclosure before using this manual (refer to the installation manual). Once installed, apply power to the network mini dome system. The system will start a configuration sequence.

The following is the configuration process for the IP110 Camclosure:

- The green LED inside the back box flashes 5 times per second for approximately two minutes, or until the server recognizes the mini dome.
- If the camera is not connected to a DHCP server, the green LED will flash for about four minutes before the camera switches to Automated Private IP Addressing mode.

IP ADDRESS SETTINGS

The network automatically assigns an IP address to the IP110 camera. The following scenarios are how a DHCP or static network assigns IP settings:

- **DHCP Network:** If the IP110 is connected to a DHCP network, the server will automatically assign an IP address to the camera.

NOTE: DHCP is the default setting for the camera.

- **Static IP Network:** The camera will automatically cycle through the IP address range of 169.254.200.0 through 169.254.200.255, on netmask 255.255.0.0. The first available address located will be assigned to the IP110.

If the network cannot find an open address in the default range, manually set the IP address.

To manually set the IP address refer to *How to Change the Network Settings* on page 9.

IMPORTANT: Contact your network administrator to avoid any network conflicts before setting/ changing the IP address of the camera.

NOTE: If you do not know the IP address of the IP110, install the Pelco Device Utility software available on the CD shipped with the product. The utility will locate the assigned name, IP address, and MAC® address for the device (refer to *How to Use the Device Utility* on page 15).

The Device Utility software is also available at <http://www.pelco.com/software/downloads/>.

Using a Web Browser

The following are the minimum system requirements to use a Web browser with the IP110:

- PC (Pentium® 4 microprocessor, 1.6 GHz) with Windows 98/2000/XP (or higher) or Mac OS X 10.3.9 (or higher)
- RAM: 512 Mbyte
- Ethernet Card: 100 Mbit
- Microsoft® Internet Explorer 5.5 (or higher) or FireFox® 1.5 (or higher)
- Screen resolution of 1024 x 768 pixels or higher, 16- or 32-bit pixel color resolution
- Java™ Runtime Environment 1.4.2 or higher: You must have the JRE™ installed on your machine to view images. Download Java version J2SE JRE available on the CD (shipped with the product) or at <http://www.java.com/en/download/>.

ACCESSING THE CAMERA

To access the IP110 do the following:

1. Open the Web browser.
2. Enter the IP address of the IP110 in the Address field of the browser. The Login screen opens.
3. Enter **admin** (all lowercase) in the User ID and Password fields (admin is the default setting for these fields).

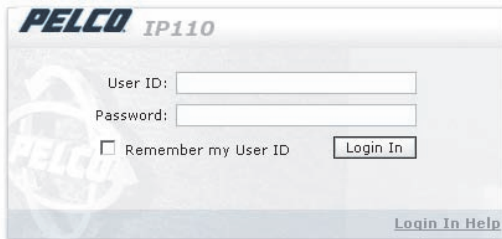


Figure 1. Login Screen

4. Click the Login In button.

NOTE: For security purposes, after you log in the first time change the password. Refer to *How to Modify a User Profile* on page 11.

IP110 Main Menu

HOME SCREEN

The following features are available from the Home Screen:

- **Live Stream View:** Live video is displayed in the center of the screen.
- **Image Rate Setting:** The image rate can be set to 15, 10, 5, 2, or 1 ips; 15 is the default setting.
- **Change Screen View:** Live video can be displayed in normal screen mode, full screen mode, or open an independent scalable screen mode.
- **Capture a Screen View:** Capture and save a screen image as a JPEG file.
- **Access to Menu Screens** (based on user permissions).

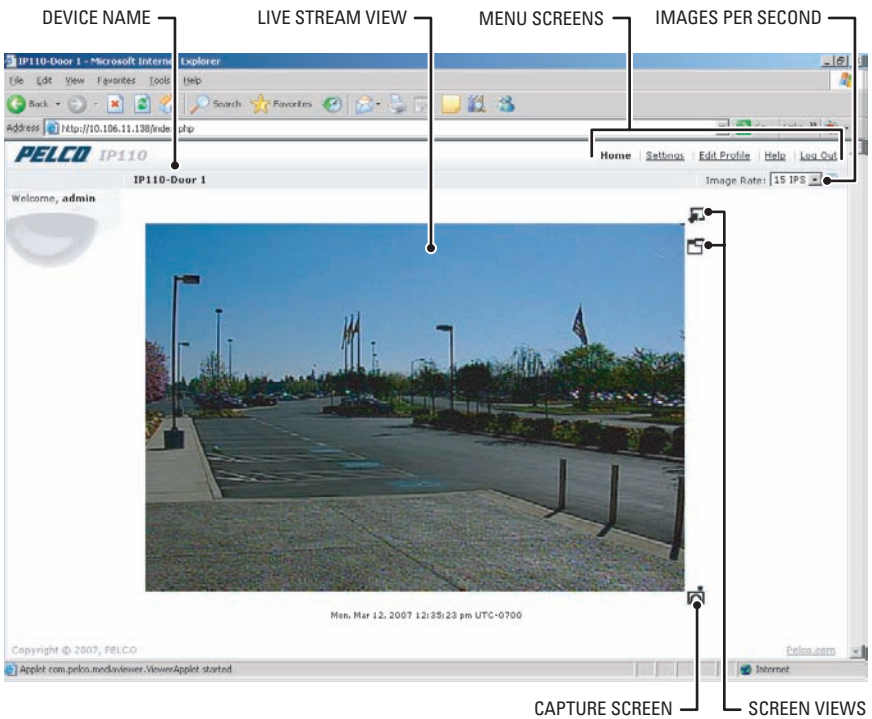


Figure 2. Home Screen

IMAGE RATE SETTING

The image rate for the IP110 can be set to 15, 10, 5, 2, or 1 ips. 15 ips is the default setting. To change the image rate do the following:

1. Open the Image Rate drop-down box by clicking the down arrow.
2. Select a image rate from the drop-down box.
3. The selected image rate is now listed in the Image Rate box.

NOTES:

- The maximum frame rate of 15 may not be obtainable due to network bandwidth, network latency, or processor limitations. The IPS setting will slow to accommodate the network speed and avoid frame corruption.
- Network and processor bandwidth limitations may cause the video stream to pause or appear pixilated when an increased number of web-interface users connect to the camera. Decrease the images per second (IPS) of the web-interface video streams to compensate for network/processor limitations.


SCREEN MODES


The live stream video can be viewed in normal screen mode, full screen mode, or as a an independent scalable screen mode.

Full Screen Mode


To open the browser in full screen mode click the  icon. Full screen mode scales the image to the full resolution of the browser. The main menu is hidden, but the camera icon is available to capture screen images. To return to normal screen mode, click the  icon.

Scalable Stream Mode

To scale the live stream video into an independent scalable window, click the  icon. The main menu is not available when using this mode. This screen mode allows viewing while other applications are running.

The  camera icon is available in this mode to capture screen images, but all other functions are not accessible.

HOW TO CAPTURE A STILL IMAGE

1. Click the  camera icon.
2. The File Download dialog box opens, the following message appears: *"Do you want to open or save this file?"* Select one of the following:
 - Click Open, the captured screen image is displayed in the browser.
 - Click Save to save the image as a JPEG on your computer.
 - Click Print to print the image.
 - Click Send Image as E-mail to send the image as an e-mail attachment.

NOTE: To capture a still image your computer must have Microsoft Internet Explorer version 7.0 or Firefox version 1.5 (or later). This function is not available if you are using the IP110 with Microsoft Internet Explorer version 5.5 or 6.0.

SETTINGS SCREEN

Use the Settings screen to set the name and language of the IP110; configure network settings; and add, change, or delete users and roles (permissions).

GENERAL TAB

Use the general tab to change the device name to a user-friendly name. The general tab also displays the firmware version loaded on the IP110 Camclosure.

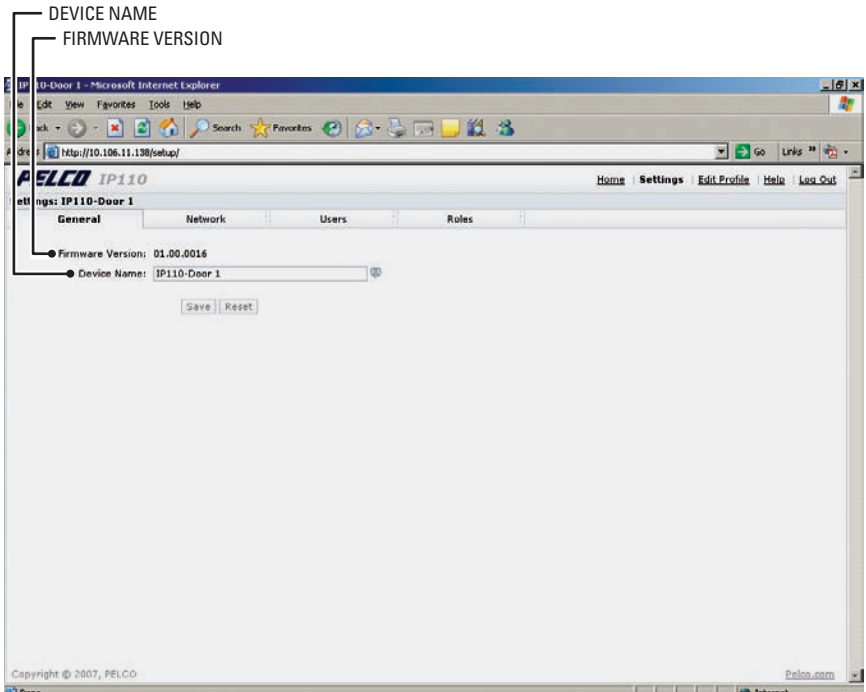


Figure 3. General Tab

Change the Device Name

The default name for the IP110 is Pelco Device. To change the device name do the following:

1. Double click in the Device Name field to highlight the text in the field.
2. Type a user-friendly name into the Device Name field (maximum 36 characters). A friendly name makes it easier to recognize the device on the network. Examples of friendly names include: Front Door, Lobby, or Parking Lot.
3. Click Save to save the device name or click Cancel to revert back to the previous device name.

NETWORK TAB

Use the Network tab to change network settings including the host name, turn DHCP (Dynamic Host Configuration Protocol) setting on/off, or set a static IP address.

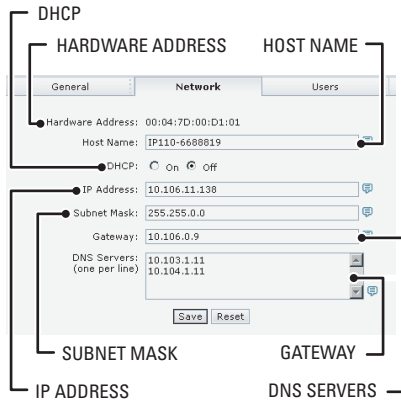


Figure 4. Network Tab

How to Change the Network Settings

1. Click Settings in the main menu. The IP110 settings menu opens.
2. Click the Network tab.
3. Go to DHCP and select Off to turn off the Dynamic Host Configuration Protocol.
4. Change the following network settings as required:
 - **IP Address:** The address of the device connected to the network.
 - **Subnet Mask:** Determines the network segment packet the IP protocol uses.
 - **Gateway:** Converts packets from one protocol to another.
 - **DNS Server Address:** The address of the dedicated server that provides the name for the IP network. The server assigns names for Web sites and network resources into numeric IP addresses.
5. Click Save to save the new network settings.

NOTE: Contact your network administrator to avoid any network conflicts before changing network settings.

USERS TAB

The User tab allows the administrator to create, modify, or delete user accounts (which can contain one or more roles). The User tab includes default accounts for the following:

- **Administrator:** This is the only defined user that cannot be deleted. But the administrator password can be changed. For security purposes Pelco recommends that you change the password after you login the first time.
- **User:** This defined user can be modified or deleted.
- **Guest:** This defined user can be modified or deleted.

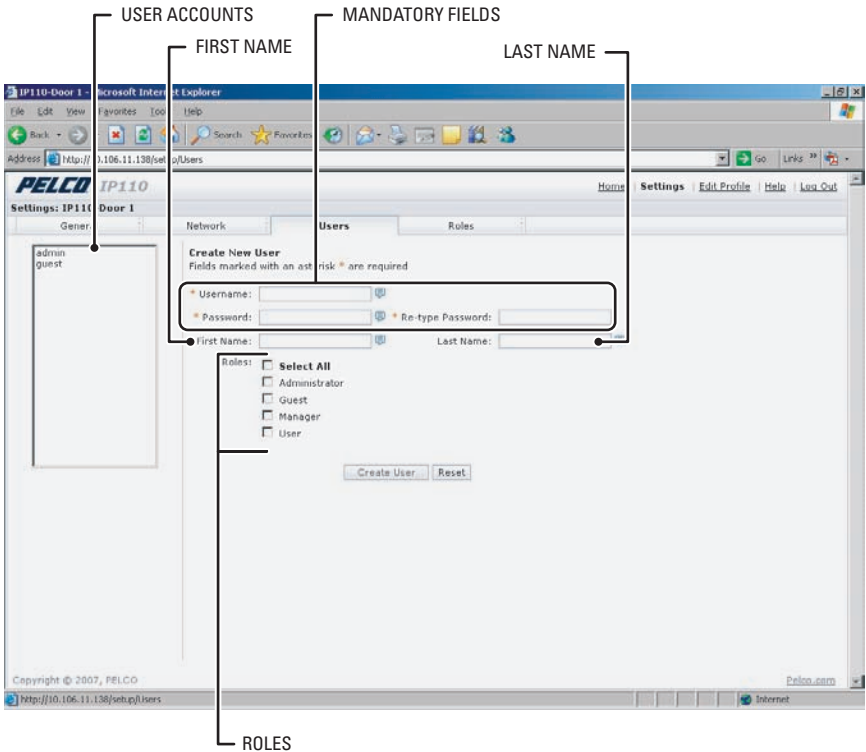


Figure 5. Users Tab

How to Add a New User

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Click the Users tab. The Create a New User form opens.
3. Fill in the form fields. (User name, Password and Role are required fields.) Do not use spaces when entering the user name in the the User Name field.
4. Click the Create User button to save the new user profile.

How to Modify a User Profile

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Click the Users tab. All defined user profiles are located in the box on the left side of the screen.
3. Click on a defined profile. The Create a New User form changes to the Editing User form.
4. Edit the form fields and then click the Update User button to save the new settings.

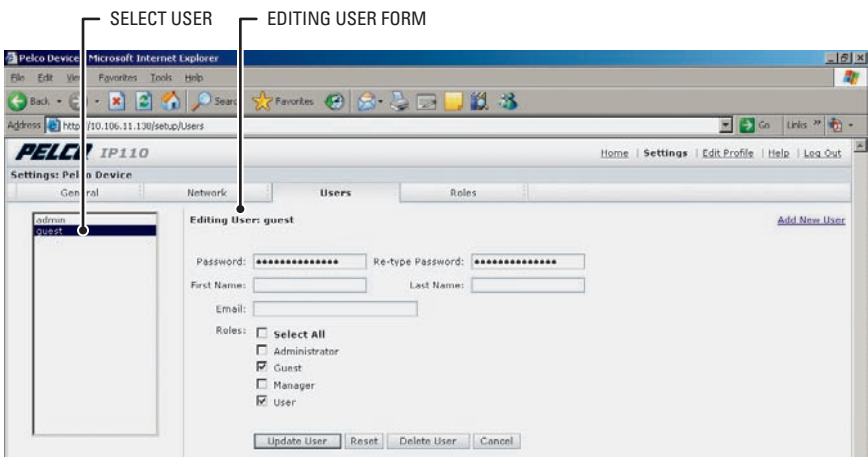


Figure 6. Edit Profile Form

How to Delete a User Profile

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Select a User. The Edit User form opens.
3. Click the Delete User button.
4. The delete user dialog box opens, the following message appears: "Are you sure you want to delete the user?" Select one of the following:
 - Click OK to delete the user.
 - Click Cancel to close the dialog box.

ROLES TAB

Use the Roles tab to create, change, or delete roles (permissions). Multiple permissions can be assigned to a role. The following are the available permissions that can be assigned to a role:

- **Edit Users Profile:** Gives a user permission to edit his/her user profile. This does not give the user permission to edit any other profile.
- **Modify Camera Settings:** Gives the user access to the General tab in the Settings menu. The user has permission to change the name and language of the device.
- **Modify Network Settings:** Gives the user access to the Network tab in the Settings menu. The user has permission to change network settings.
- **Modify Users & Roles:** Gives the user access to the Users and Roles tabs in the Settings menu. The user has permission to add, modify, or delete users and roles.
- **View Live Video:** Gives the user permission to view the streaming video

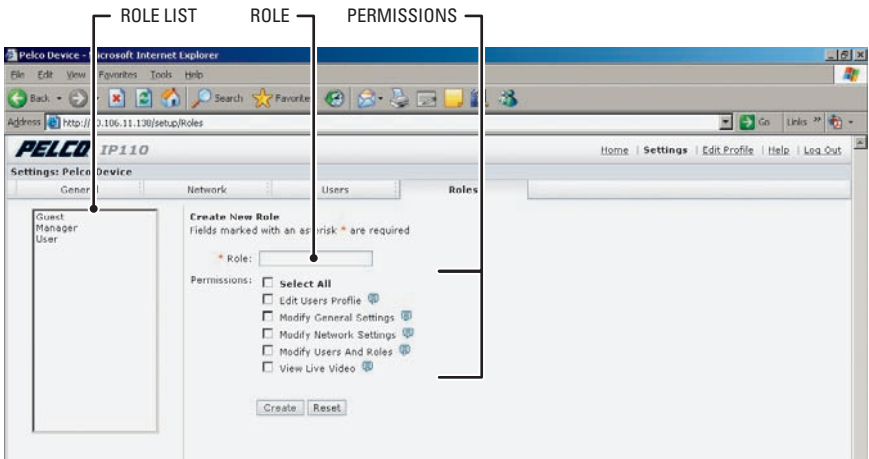


Figure 7. Role Tab

How to Create a New Role

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Click the Roles tab. The Create a New Role form opens.
3. Enter text in the Role field.
4. Select the permissions for the role.
5. Click the Create button to save the new role.

How to Modify an Existing Role

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Click the Roles tab. All defined roles are located in the box on the left side of the screen.
3. Click on a defined Role. The Create a New Role form changes to the Editing Role form.
4. Edit the fields as required and then click the Update button to save the new settings.

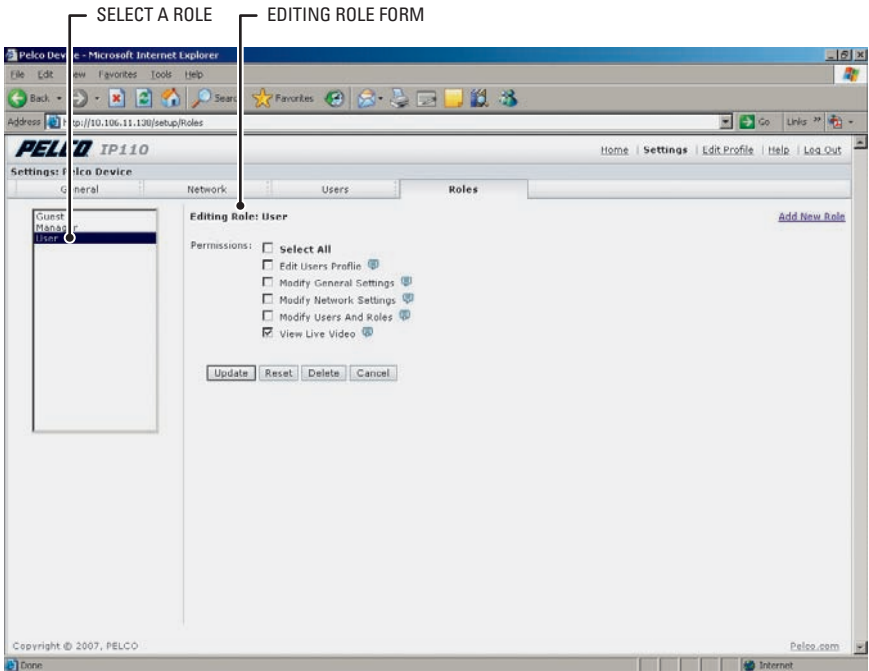


Figure 8. Edit Role Form

How to Delete a Role

1. Click Settings in the main menu, the IP110 settings menu opens.
2. Click the Roles tab. All defined roles are located in the box on the left side of the screen.
3. Click on a defined Role. The Create a New Role form changes to the Editing Role form.
4. Click the Delete button.
5. The delete role dialog box opens, the following message appears: "Are you sure you want to delete the role?" Select one of the following:
 - Click OK to delete the role.
 - Click Cancel to close the dialog box.

EDIT PROFILE SCREEN

The Edit Profile screen gives a user permission to modify his/her account. They can change/edit the information in the following fields:

- First Name
- Last Name
- Password

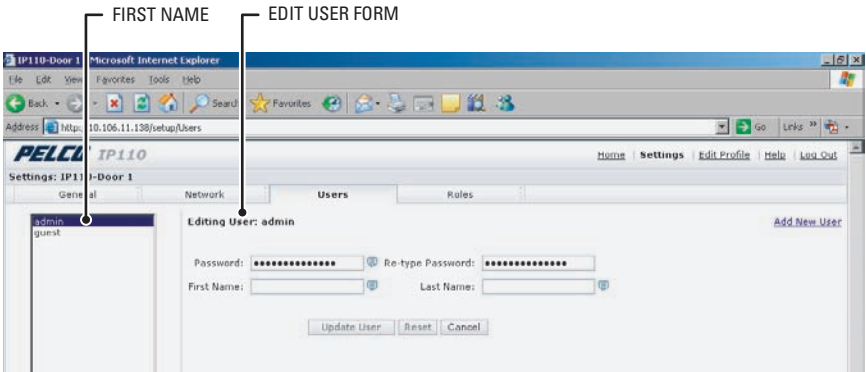


Figure 9. Edit Profile Screen

HELP SCREEN

For help with the system select the Online help menu.

SIGN OUT SCREEN

Use the Sign Out screen to log out and return to the login screen. Log out of the system to avoid unauthorized access to the unit by someone who does not have a user name and password.

How to Use the Device Utility

Use the Device Utility software to identify the IP address, check the status of the device, and update firmware.

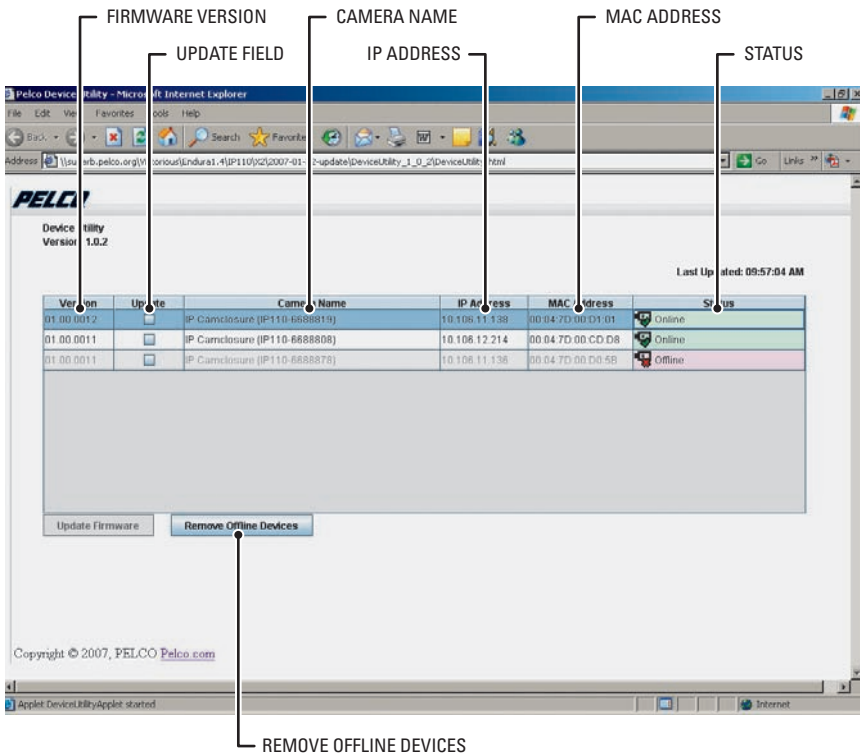


Figure 10. Pelco Device Utility Software

INSTALLING THE IP110 DEVICE UTILITY

To install the IP110 Device Utility software, complete the following steps:

1. Download the Pelco Device Utility available on the CD shipped with the product.
2. Create a Pelco Device Utility directory on your hard drive.
3. Copy PelcoDeviceUtility.zip to the directory.
4. Click on the PelcoDeviceUtility.zip file. Extract the files.
5. Double click on DeviceUtility.html to open the Device Utility. Wait a few seconds for the software to locate the IP110.

NOTE: You must have the JRE installed on your machine to view the Device Utility. If you get an error message or see an X displayed on the page install JavaSE JRE available on the CD (shipped with the product) or at <http://www.java.com/en/download/>.

UPDATING FIRMWARE

IMPORTANT: Perform system upgrades only when necessary. Firmware upgrades do not need to be performed if the system is operating properly.

Updated firmware and language files can be uploaded to the IP110 Camclosure. To update firmware, complete the following steps:

1. Open the Pelco Device Utility software.
2. Check the Update field for device or devices that need to be updated.
3. Click the Update Firmware button.

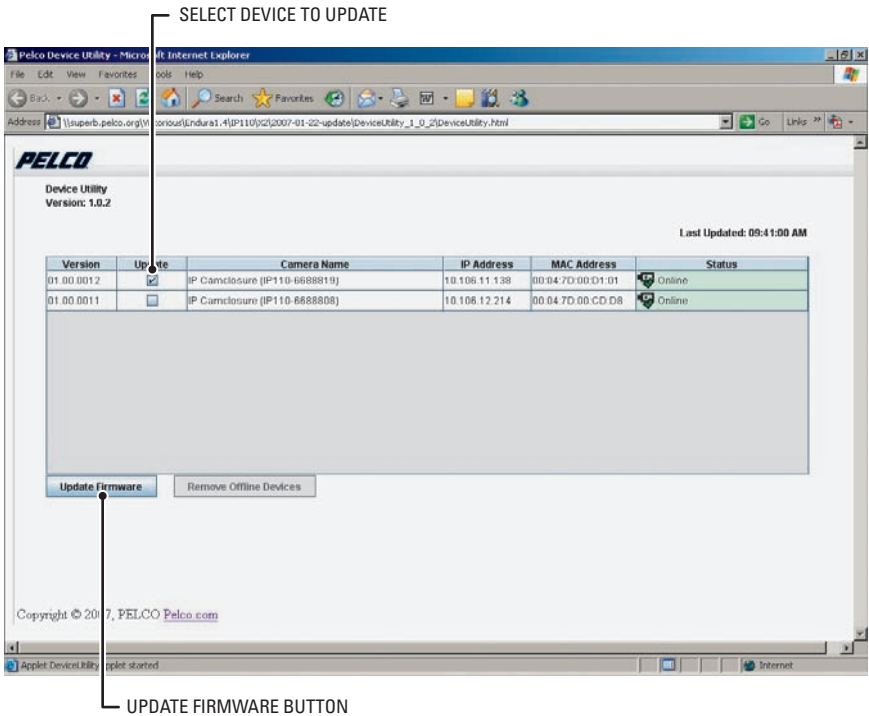


Figure 11. Update Firmware

4. Select the file to upload and then click the open button.

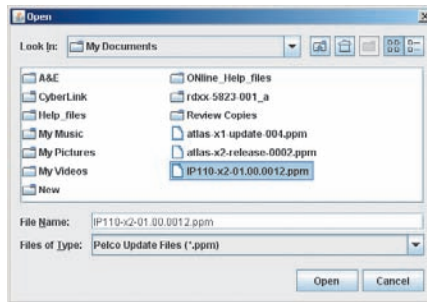


Figure 12. Select File

5. The Perform Update dialog box opens, do one of the following:
 - Click OK to accept.
 - Click Cancel to close the dialog box.



Figure 13. Perform Update

6. The Status field in the Device Utility changes to Updating Camera --.

CAMERA STATUS

Version	Update	Camera Name	IP Address	MAC Address	Status
01.00.0012	<input type="checkbox"/>	IP Camclosure (IP110-6600019)	10.106.11.130	00:04:7D:00:D1:01	Updating Camera 15%
01.00.0011	<input type="checkbox"/>	IP Camclosure (IP110-6600000)	10.106.12.214	00:04:7D:00:CD:D0	Online

Figure 14. Update Status

⚠ WARNING: Do not cycle power to the system during the upload process. The upload process is not complete until the system reboots and “Online” appears in the status field of the Device Utility.

DEVICE UTILITY: ACCESSING THE CAMERA

To access the IP110 using the Device Utility, do the following:

1. Open the Pelco Device Utility.
2. Select the device to view, and then double click on the listed device. The Login screen opens. Refer to *Accessing the Camera* on page 5, for more information.

Troubleshooting

Problem	Possible Cause	Suggested Remedy
No video	PoE power issue	<ul style="list-style-type: none"> • Check CAT 5 cable connection. • Check PoE injector power. • Disconnect CAT 5 cable from the PoE and then reconnect cable. Check the LED inside the back box to see if it is flashing green 5 times per second for approximately two minutes, indicating the camera has power.
	Power issue (24 VAC)	<ul style="list-style-type: none"> • Check the 24 VAC power supply connection. • Disconnect the network cable and then reconnect the cable to the camera. Check the LED inside the back box to verify if it is flashing green 5 times per second for approximately two minutes, indicating the camera has power.
	Network connectivity issues	<ul style="list-style-type: none"> • Check network cable connections. • Disconnect the network cable and then reconnect the cable to the camera. Check the LED inside the back box to verify if it is flashing green. • Replace network cable with new cable. If new cable does not work, contact Pelco's Product Support Department at 1-559-292-1981 or 1-800-289-9100.
	Defective camera	<ul style="list-style-type: none"> • Check the camera's 10-pin connector inside the back box to make sure it is connected. • Use a service connector to check camera operation. Connect one end of the service connector to the service connector input inside the back box. Then connect the other end of the service connector to a monitor. • Replace camera module with new camera. If the new camera does not work, contact Pelco's Product Support Department at 1-559-292-1981 or 1-800-289-9100.
	Java not installed	Install Java Runtime Environment (JRE) from the IP110 resource CD shipped with this product. It is also available at the following: http://www.pelco.com/software/downloads
Flickering in image	Flickerless setting	<ul style="list-style-type: none"> • Check DIP switch settings. • Check power supply specifications. • Replace camera module with new camera. If the new camera does not work, contact Pelco's Product Support Department at 1-559-292-1981 or 1-800-289-9100.

Image quality	Image not focused	Adjust the field of view and the focus.
	15 ips quality bad	In some networks with high latency, the maximum frame rate may not be attainable.
	30 ips not available	The IP110 only supports MJPEG at rate up to 15 ips for NTSC camera modules where applicable. For PAL camera modules, the maximum rate is 12 ips only.
No dual streams	Web browser	Not available with Web browser. Only supported by Endura™ system or Pelco's API Interface solution.
Cannot record an MJPEG stream	Web browser	Not available with Web browser. Only supported by Endura system or Pelco's API Interface solution.
MPEG4 not available	Web browser	Not available with Web browser. Only supported by Endura system or Pelco's API Interface solution.
Camera not discovered	No camera power	Verify the camera is powered correctly with PoE or with 24 VAC. Confirm power consumption with web interface of PoE-capable switch or through blinking green LED during camera power-up.
	Network conflict	Verify the camera is physically connected to the same network as the PC running the Device Utility.
Network not working	Faulty cable connection	Check all cable connections and ensure all plugs are properly plugged in.
	Incorrect serial device configuration	A hub will not work with the available network bandwidth shared across all ports. Use a Fast Ethernet switch, Gigabit Ethernet switch, or a Cable-modem router with an n-Port switch.
	Network connectivity issues	Contact your network administrator.

Specifications

GENERAL

Pan/Tilt Adjustment	Manual
Pan	360°
Tilt	80° (20° to 100° range)
Rotation	360°
Construction	Aluminum with steel camera mounting bracket and polycarbonate dome
Cable Entry	One 0.75-inch (1.91 cm) NPT threaded opening on side; two 0.75-inch (1.91 cm) openings on NEMA cover
Finish	Gray polyester powder coat
Light Attenuation	
Smoked	1.5 F-stops light loss
Clear	Zero light loss
Unit Weight	2.2 lb (1.0 kg)

ELECTRICAL

Ports	RJ-45 connector for 100BASE-TX Auto MDI/MDI-X Auto-negotiate/Manual setting
Cabling Type	CAT5 or better for 100BASE-TX
Input Voltage	24 VAC (18-36) or PoE
Power Consumption	
DW/CW Models	<0.48 A maximum, 0.90 A maximum with heaters
DN/CH Models	<0.50 A maximum, 0.90 A maximum with heaters
Alarm Input	10 VDC minimax, 5mA maximum
Alarm Output	0-15 VDC maximum, 75mA maximum
Service Connector	Internal to housing 3-connector, 2.5 mm connector providing NTSC/PAL video outputs

VIDEO

Signal System	NTSC or PAL															
Compression	MPEG-4, MJPEG in Web viewing mode															
Video Streams	3, simultaneous															
Video Resolutions	<table><thead><tr><th></th><th><u>NTSC</u></th><th><u>PAL</u></th></tr></thead><tbody><tr><td> 4CIF</td><td>704 x 480</td><td>704 x 576</td></tr><tr><td> 2CIF</td><td>704 x 240</td><td>704 x 288</td></tr><tr><td> CIF</td><td>352 x 240</td><td>352 x 288</td></tr><tr><td> QCIF</td><td>176 x 120</td><td>176 x 144</td></tr></tbody></table>		<u>NTSC</u>	<u>PAL</u>	4CIF	704 x 480	704 x 576	2CIF	704 x 240	704 x 288	CIF	352 x 240	352 x 288	QCIF	176 x 120	176 x 144
	<u>NTSC</u>	<u>PAL</u>														
4CIF	704 x 480	704 x 576														
2CIF	704 x 240	704 x 288														
CIF	352 x 240	352 x 288														
QCIF	176 x 120	176 x 144														
Bit Rate Configurable	20 kbps - 2 Mbps per stream, implements Endura View															
Web User Interface	Requires Java Runtime Environment (JRE)															
Video Access form																
Web Browser	Camera live view for up to 10 video sources															
Users	10 simultaneous users, unlimited number of users using multicast															
Minimum Web Browser																
Requirements	PC (Pentium® 4 microprocessor, 1.6 GHz) with Windows 98/2000/XP (or higher) or Mac OS X 10.3.9 (or higher)															
RAM	512 Mbyte															
Ethernet Card	100 Mbit															
Web Browser	Microsoft® Internet Explorer 5.5 (or higher) or FireFox® 1.5 (or higher)															
Screen Resolution	1024 x 768 pixels or higher, 16- or 32-bit pixel color resolution															

ENVIRONMENTAL

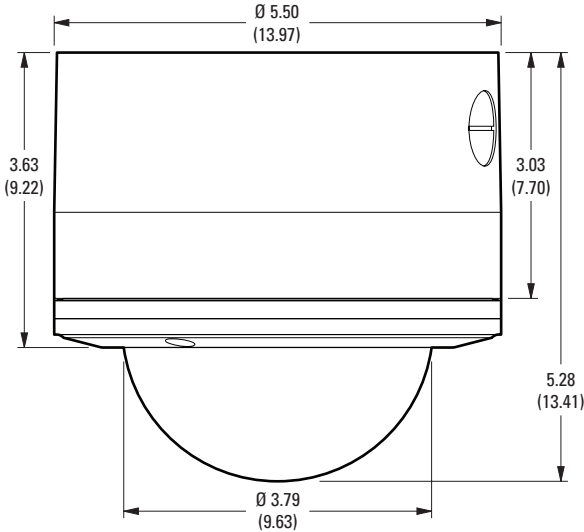
Environment Low temperature, indoor/outdoor
Operating Temperature -50° to 122°F (-46° to 50°C); de-ices to 25°F (-4°C)
Thermostat Operation Heater is thermostatically controlled to activate <41°F (<5°C)

CAMERA

Service Connector 3-conductor, 2.5 mm connector for video output to optional ICS-SC cable
Imaging Device 1/3-inch imager
Dynamic Range
DW/CW 102 dB typical/120 dB maximum
Signal System NTSC or PAL
Scanning System
DW/CW 2:1 interlace/progressive scanning (DIP switch selectable)
DN/CH 2:1 interlace
Synchronization Internal
Electronic Shutter Range Auto (1/15 - 1/22,000)

LENS

Type Varifocal with auto iris
Focal Length 3.0 mm ~ 9.5 mm
9.0 mm ~ 22.0 mm
Format Size 1/3-inch
Operation
Iris Auto (DC-drive)
Focus Manual
Zoom Manual



NOTE: VALUES IN PARENTHESES ARE CENTIMETERS; ALL OTHERS ARE INCHES.

(Design and product specifications subject to change without notice.)

PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on fiber optic products and TW3000 Series unshielded twisted pair transmission products.
- Three years on Spectra® IV products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Three years on PMCL200/300/400 Series LCD monitors.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra III™, Esprit®, ExSite®, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit and WW5700 Series window wiper (excluding wiper blades).
- Two years (except lamp and color wheel) on Digital Light Processing (DLP®) displays. The lamp and color wheel will be covered for a period of 90 days. The air filter is not covered under warranty.
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:

Service Department
Pelco
3500 Pelco Way
Clovis, CA 93612-5699

If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco
3500 Pelco Way
Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

Pelco c/o Expeditors
473 Eccles Avenue
South San Francisco, CA 94080 USA
Phone: 650-737-1700
Fax: 650-737-0933

REVISION HISTORY

Manual #	Date	Comments
C3433M	3/07	Original version.

Pelco, the Pelco logo, Camclosure, Esprit, Genex, Legacy, and Spectra are registered trademarks of Pelco.
Endura and ExSite are trademarks of Pelco.
DLP is a registered trademark of Texas Instruments, Inc.

©Copyright 2007, Pelco.
All rights reserved.



Worldwide Headquarters
3500 Pelco Way
Clovis, California 93612 USA

USA & Canada
Tel: 800/289-9100
Fax: 800/289-9150
International
Tel: 1-559/292-1981
Fax: 1-559/348-1120

www.pelco.com

ISO9001

Australia | Canada | Finland | France | Germany | Italy | Macau | The Netherlands | Russia | Singapore
South Africa | Spain | Sweden | United Arab Emirates | United Kingdom | United States